



YOU HAVE A CONFLICTUAL SITUATION WITH YOUR PATIENT/CLIENT OR IN THE GROUP OF YOUR PATIENTS/CLIENTS.

Conflicts and misunderstandings are a usual phenomenon, in the daily interactions with patients/clients of different socio-cultural background, as it happens in all interpersonal relations. Misunderstandings due to language barriers, the unfamiliarity with the healthcare or social services and the cultural differences create a fertile ground for conflicts to arise. On the other hand, conflicts may arise due to prejudices towards other cultures and people from different background, which can be on both sides. Conflicts resulting from racist or discriminatory behaviour are a particular challenge. As a professional, you need to have the communication skills to eliminate the impact of such incidents on the therapeutic procedures and the health outcomes of your patient/client. A breach of relations can be caused by small things, such as an unsuccessful joke that insulted the other or a gesture that you shouldn't have done.

PRACTICAL EXAMPLE

An elderly patient/client refuses to be treated by a dark-skinned home caregiver and will not let him enter the house. The home care agency talks to the family of the patient and describes his behaviour. They argue very pragmatically - they highlight the good qualification of the caregiver and explain that this is the care person the patient has to accept. The agency appreciates his work and they expect also, their patients and their families to appreciate and respect the work of the home care staff - no matter which cultural background they have. It will be difficult to change this old man's attitude towards people with another cultural background.

SOLUTION

To reduce this conflict, it will be helpful to convince his family to act on the patient and by getting to know the caregiver, will probably change his mind.

OPTION 01

Be flexible and adapt to situations. Every person you encounter is different and that's why the person-centred approach is useful.

OPTION 02

Ask the involved persons what they feel. Your interpretation of the incident that happened, may be very different from the other's. Be open and honest to the person about the fact that you cannot know everything and you can make mistakes.

OPTION 03

In the event of prolonged conflicts or stressful situations, you may need to consult your colleagues and a cultural mediator on how to handle these situations.

OPTION 04

Project Partners



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